

# **Palace Transit**

300 W 1<sup>st</sup>  
Mitchell, SD 57301  
Phone: 605-995-8440  
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# **Palace Transit Express**

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Mitchell, SD 57301  
605-999-8440

October 2007

## **INTENT OF PASSENGER HANDBOOK**

Palace Transit/Palace Transit Express of Mitchell is pleased to serve the City of Mitchell and the surrounding trade area with public transit service. This service has a set of policies that passengers must follow.

This handbook provides the policies pertaining to passenger responsibilities for our service. Please note that the policies are not new ones, they have not, however, been consistently enforced.

It is for the benefit of all passengers and the long-term survival of the transit system itself that policies regarding passenger responsibilities are adhered to. The policies in the handbook are simple to follow, and also critical to the efficiency and effectiveness of our system.

All passengers' policies will be enforced in a consistent, fair manner. If you feel you have been dealt with unfairly, an appeals process and telephone comment number is also included in this booklet.

### **A Few Basic Rules**

Rules for riding Palace Transit are mostly common sense. Here are a few of the basics.

1. Have exact fare upon boarding the bus.
2. Have your money, ticket or check ready before boarding the bus. If you don't have the fare, you don't ride.
3. Fares are deposited in the fare box.
4. All passengers are required to wear seatbelts.
5. Smoking, food, gum, beverages, radios and disruptive behavior are prohibited.
6. Beverages are not allowed on the bus unless in a sealable container. Fast Food restaurant cups or cans are not allowed.
7. Pets are allowed only if in a pet carrier. (excluding seeing eye dogs)
8. Stay seated while the bus is in motion.
9. Please do not use profane or indecent language.
10. Do not put your feet on the seats.
11. Do not lie down on the seats.
12. Aisle must be kept clear of all loose objects at all times.
13. Law prohibits firearms, knives and any other weapons on buses.
14. The bus operator may not be able to see you inside a building or your home. Step out and wave when you see the bus coming.
15. All passengers riding in wheelchairs must allow the driver to secure the chair per the manufacture's securement recommendations.

## **SERVICE HOURS**

Hours of service for Palace Transit & Palace Transit Express are as follows:

<b>Palace Transit</b> ~ Monday thru Friday	7:30 a.m. – 4:30 p.m.
<b>Palace Transit Express</b> ~ Monday thru Thursday	5:30 a.m. – 7:30 a.m. 4:30 p.m. – 1:00 a.m.
Friday	5:30 a.m. – 7:30 a.m. 4:30 p.m. – 3:00 a.m.
Saturday	5:30 a.m. – 3:00 a.m.
Sunday	6:00 a.m. – 10:00 p.m.

Special Occasions may be requested.

No service will be provided on the following holidays:

New Year's Day, Thanksgiving Day and Christmas Day

## **SCHEDULING RIDES**

### **Request Service:**

All rides should be scheduled with the Palace Transit office. Rides should not be scheduled with the bus operators. Rides may be scheduled Monday through Friday by calling our office at 995-8440 between 7:30 a.m. and 4:30 p.m. In case of an urgent ride, we will make every effort to accommodate your request. Express fares will be charges for sameday services. To reach Palace Transit Express during their operating hours call 999-8440.

### **Regularly scheduled rides:**

Passengers who require regular transportation service (work, therapy, school, etc...) may schedule up to 90 days in advance.

### **Canceling rides:**

To cancel a ride, passengers must call the Palace Transit office at least one hour before scheduled pickup time. If you do not call 1 hour in advance, you will be charged full fare as explained in the no-show policy. (see page 7)

### **Scheduling trips:**

Palace Transit makes every effort to arrive as close to the scheduled pick-up time as possible. Due to the nature of service, arrival times will vary. A 10-minute window has been established for everyone's benefit.

- ✦ All passengers should anticipate an early arrival of up to 10 minutes or the possibility of a 10-minute delay.

Example: If you schedule a 9:30 a.m. pick-up, the bus may arrive as early as 9:20 a.m. so you should be prepared to leave at 9:20 a.m. The bus may be delayed so be prepared to wait until 9:40 a.m. for the bus arrival.

- ✦ All bus operators will wait only three (3) minutes past the scheduled pick-up time before leaving without the passenger. Any longer can cause unnecessary delays.
- ✦ In the event the appointment is completed prior to the scheduled return time, passengers are encouraged to notify the Palace Transit office that they are available for early return. Every effort will be made to pick up the passenger as soon as possible but if the demand for service does not allow, passengers will be picked up at their scheduled return time.
- ✦ If you are planning on making more than one stop, those arrangements must be made prior to your pick up. **If prior arrangements are not made the extra trips will not be made.**

## **CURB TO CURB SERVICE**

Palace Transit's service provides curb-to-curb service. The following policies explain the meaning and intent of curb to curb.

### ***Private Homes:***

- Palace Transit bus operators will not enter private homes for any reason.***
- Bus operators will assist passengers on and off the bus only.***
- Bus Operators will assist in carrying packages and/or groceries off the bus and no further. Bus Operators are not allowed to go into apartment buildings or residential homes.***
- Palace Transit will not be held responsible for items that are damaged during transport.**

### ***Business/Medical Facilities/Public Building:***

- Palace Transit bus operators may assist passengers into and from the inside door. Due to extreme temperatures in entryways, bus operators may assist passengers through the second door when necessary. Bus operators will not assist passengers past this point.***
- When picking up passengers from a business/medical facility, bus operators may go through the first door. Bus operators should NOT go past this point.***
- It is the individuals' personal care attendant or care provider's responsibility to ensure that passengers are waiting inside the door for their ride.***
- Bus operators will not enter nursing homes, medical facilities, shopping centers or businesses in an attempt to find passengers. Passengers must be waiting a designated pick-up point at least ten-minutes before their pick-up time or the no-show policy will apply.***

## **NO-SHOW POLICY**

Cancellations need to be made ASAP. Please be sure to cancel pickup times well in advance so other passengers needs can be met. Any passenger who is not at their designated pick-up point within three (3) minutes after their scheduled ride time will be considered a “No Show” and the bus operator will continue with the daily schedule. Passengers may be returned for at a later time that day, but the no-show fare must be paid in order to ride. If you anticipate being late for your scheduled pick-up, please notify our office at 995-8440.

### **No show penalties:**

First offense ~ Passengers will pay one full fare for the no show before they will be allowed to ride the bus again.


Second offense ~ One fare plus riding privileges will be suspended for seven (7) business days.

## **TRANSIT FARES**

All passengers are required to pay one fare for each one-way or round-trip ride. Fares may be paid with a ticket or cash. If a passenger, 60 & under, does not have a ticket or cash fare, service will not be provided. Unless other arrangements have been made in the office. If an individual, over the age of 60, is unable to afford transportation service, arrangements for bus fares can be made at the Palace Transit office at 300 West 1<sup>st</sup> or call 995-8440. The Palace Transit committee will review arrangements.

**\* One-way \$2.50**

**\* Round-trip \$3.00**

 **Additional Stops** ~ \$1.00 Dropped off and the bus operator waits 3 minutes.

(Example: Picked up at home dropped off at beauty shop, picked up at beauty shop then dropped off at store, picked up at store at a later time then returned home. The cost for this would be \$5.50)

**Bus Operators are not to wait longer than 3 minutes as this causes a schedule delay for others.**

## **EXPRESS FARES**

**\* One-way \$4.00**

Any rides beyond Palace Transit boundaries will be charged mileage of \$2.50 per mile plus regular fare.

### **Cash Fares:**

(IF APPLICABLE) Fare boxes are in place. Payment is required at time of service unless previous arrangements have been made with the office. **Correct change is suggested.**

### **Tickets:**

Tickets may be purchased at:

- ✦ Palace Transit  
300 West 1<sup>st</sup>  
Mitchell, SD 57301  
7:30 a.m. to 4:30 p.m.

### **Charge Accounts:**

If you choose to be billed for using our services the following payment policy is in effect:

- ✦ Payment in full must be received in our office by 7:00 a.m. on the 15<sup>th</sup> of the current billing month regardless of what day the 15<sup>th</sup> falls on. Rides will be discontinued without warning if payment is not received by that date and a 1.5% service charge will be applied to your account.

### **REFUSING SERVICE**

Palace Transit/Palace Transit Express reserves the right to refuse service to any passenger who is:

- ✦ Intoxicated
- ✦ Disruptive
- ✦ Belligerent/rude
- ✦ Poses a safety threat or health threat to themselves or others
- ✦ Unreasonable personal hygiene

Palace Transit/Palace Transit Express also has in place a behavior policy. The steps are as follows:

- ✦ First offense: A warning letter will be sent.
- ✦ Second offense: A second letter will be sent which will result in rides being discontinued for one week.
- ✦ Third offense: A third and final letter will be sent and rides will be discontinued indefinitely.

Palace Transit/Palace Transit Express has adopted as part of their behavior policy the following gray words. If a passenger is heard using any of these words that passenger will receive a warning letter as stated in the passenger handbook. In addition to commonly known inappropriate language, the following words or derivations of these words are inappropriate if directed toward another person or situation.

- |                |                       |
|----------------|-----------------------|
| ✦ Dick         | ✦ Queer               |
| ✦ Dildo        | ✦ Retard              |
| ✦ Dumbass      | ✦ Skank               |
| ✦ Faggot       | ✦ Slut                |
| ✦ Gay          | ✦ Sucks               |
| ✦ Homo         | ✦ Wussy               |
| ✦ Lesbian, lez | ✦ Flipping People off |
| ✦ Pussy        | ✦ Fart                |



**SEATBELT POLICY:**

All passengers of Palace Transit/Palace Transit Express are required to wear a seatbelt. Passengers who refuse to wear a seat belt will be denied service.(unless a written notice has been filed with the Palace Transit office) If a carseat is required, it is the passengers responsibility to make sure that the carseat is properly secured, it is also to be double checked by the bus operator.  
In accordance with City of Mitchell policy all Palace Transit Bus Operators are required to wear seatbelts.

**ESCORTS/GUESTS:**

For medical trips, a personal care attendant/escort who is directly involved in the mobility assistance of their attendee will be allowed to ride free of charge. (Non medical trips will require attendant to pay for their bus fare.)

Any other person riding with passenger will be considered a guest and will be required to pay full fare.

## **WEATHER**

Passengers are responsible for snow removal to make their homes accessible to the Palace Transit bus operators. Bus operators are not allowed to assist passengers through snow or across ice.

If a passenger schedules service knowing that a path has not been cleared to their homes, the trip will be considered a no-show and that policy will apply.

### **Discontinuing Service Due to Weather Conditions:**

Palace Transit/Palace Transit Express bus operators will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist which makes travel unsafe, Palace Transit/Palace Transit Express reserves the right to discontinue service until conditions are favorable. We do not consider routine medical appointment or hair appointments a necessary ride based on weather. If service is temporarily discontinued, all rides, regardless of trip purpose, will be cancelled. Listen to local radio stations: KMIT, KORN, KOOL 98 & or Q107 for any cancellations.

### **Winter riding tips:**

- ❖ Keep abreast of weather conditions, which may affect Palace Transit service.
- ❖ If streets are icy, allow additional travel time.
- ❖ Avoid delays by being on time and having correct fare ready.
- ❖ Clean footwear of snow and slush before boarding so it does not gather on the steps and floor of bus, causing danger to others.
- ❖ Wait until the bus comes to a complete stop before leaving your seat and before boarding.
- ❖ Be prepared for sudden stops while riding the bus.
- ❖ At all times, watch your step, wear your seatbelt and wear appropriate winter clothing.

### **Severe Weather Passenger Guide:**

Severe snow and rainstorms can affect Palace Transit bus service. The following service reductions may occur any time hazardous road conditions exist:

- ❖ Time intervals between buses will increase.
- ❖ Some routes may be shortened or canceled.
- ❖ Bus service on less traveled streets – especially those not plowed or sanded may be canceled.
- ❖ Absolutely NO alley travel allowed.
- ❖ In case of severe weather, all passengers will be taken home immediately.

## **PROPER AND ADEQUATE CLOTHING**

Passengers and/or care providers are responsible for ensuring that passengers are properly dressed for their ride. Bus operators will not assist passengers with their clothing. This includes proper coats, hats, gloves and or footwear.

Passengers who are not adequately dressed for the weather conditions will be refused service.

### **SERVICE FOR WHEELCHAIR USERS**

Service will not be provided from vehicle up to and from specialized equipment (ramps, etc...) for wheelchair users. *Palace Transit reserves the right to refuse service for unsafe equipment.*


### **ASSISTANCE PASSENGERS IN WHEELCHAIR UP/DOWN STEPS**

Palace Transit bus operators are not allowed to assist passengers in wheelchairs up or down any steps or ramp.

Under no circumstances will a bus operator be allowed to assist a person in a wheelchair up or down any steps or ramp. If such a condition exists, passengers are responsible for arranging assistance from someone other than the Palace Transit bus operator.

### **SPECIAL SERVICES OFFERED**

Palace Transit vehicles are equipped with wheelchair lifts. If the rider is unable to complete travel by his or herself an attendant/escort will be required to assist the rider.  
(Palace Transit will not furnish wheelchairs)

-  If unable to board a bus because of steps, passenger may use wheelchair lift to board bus, only if lift is equipped with handrails.

### **PALACE TRANSIT BACKING POLICY**

No backing of Palace Transit vehicles is permitted. The backing policy was adopted on 1-1-93 by the Palace Transit Board.

## **ASSISTING PASSENGERS WHO ARE OXYGEN DEPENDENT**

*It is the policy of Palace Transit to make transportation resources available to passengers who are dependent upon portable oxygen, consistent with their needs and care planning.*

These reasonable efforts will be made to accommodate these passengers, as much as practicable, and consistent with good safety practices.

All drivers and others who assist in transportation will be aware of the features and problems associated with portable oxygen. Specific procedures will be available as necessary.

The following general procedures apply:

All oxygen containers must be secured during transportation. Containers, which are normally secured to a wheelchair, may stay in those securements.

Containers, which are attached to mobility aids, such as wheeled walker, must be separately secured to the vehicle.

The test for adequate securement will be that the tank would not reasonably be expected to break free from the securements in the event of a slow or moderate speed crash. This allows for the use of metal racks or heavy-duty rubber straps, as long as the device is in good repair and adequate to the stated task.

Unless special approval is received, only one portable tank may be carried per oxygen dependent passenger. Requests for special approval should be made to the Transportation supervisor.

## **APPEAL PROCESS**

If a passenger is in disagreement with any penalty resulting from the enforcement of the policies, a written request for appeal may be submitted to:

Palace Transit  
300 W 1<sup>st</sup>  
Mitchell, SD 57301

Appeals may be presented in writing or in person. If you prefer a hearing, please indicate this in your written request for appeal. Also indicate if special accommodations or requirements are needed.

Palace Transit will provide service during the appeal process.

## **TELEPHONE INFORMATION**

Scheduling information .....605-995-8440  
Comments, Compliments and or complaints.....605-995-8440

# Questionnaire

**Please fill out the survey and return it to Palace Transit. The survey may be photocopied.**

1. Was the vehicle clean?   \_\_\_\_\_ Yes   \_\_\_\_\_ No
2. Was your ride to long?   \_\_\_\_\_ Yes   \_\_\_\_\_ No
3. Was your bus on time? \_\_\_\_\_ Yes \_\_\_\_\_ No
4. Was your driver courteous? \_\_\_\_\_ Yes \_\_\_\_\_ No
5. For which of the following do you most often use Palace Transit?  
\_\_\_\_\_ Work   \_\_\_\_\_ School   \_\_\_\_\_ Recreation   \_\_\_\_\_ Medical   \_\_\_\_\_ Shopping  
\_\_\_\_\_ Social Recreation   \_\_\_\_\_ Other
6. Would you like information on any of the following?  
\_\_\_\_\_ RSVP (volunteer program)  
\_\_\_\_\_ Senior Meals  
\_\_\_\_\_ JVCC
7. Palace Transit is always striving to improve service. Please give us any suggestions that would make the service better for you.  
  
\_\_\_\_\_  
  
\_\_\_\_\_  
  
\_\_\_\_\_

Mail survey to:  
Palace Transit – Survey  
300 W 1<sup>st</sup>  
Mitchell, SD 57301